



# Great Basin Critical Incident Peer Support

## Point of Contact (POC) Roles and Responsibilities



### The Point of Contact Has Three Main Responsibilities

#### Why We Need a Point of Contact

Once a request is received and the Peer Supporters, Clinicians, etc. begin to mobilize we may spend the next couple hours/days in spotty cell coverage with limited cell/computer connectivity. During this period of travel the receiving unit often has questions or needs additional information and we have been unavailable. When the receiving unit has been unable to get their questions answered they have made decisions for the peer supporters although well-meaning, have turned out to be a hindrance upon our arrival. Further, as supporters are en route, new information/changes about the assignment and the individual peer supporters travel plans may change. These changes can leave assignments unclear and caused the clinicians and peer supporters to, on occasions, arrive at the wrong locations, arrive and have the local receiving unit too "prepared" for our arrival or arrive on scene and find that there is no meeting locations or housing.

A designated Point of Contact (POC), someone not traveling, but in a location with connectivity and a single contact number who will have the ability to act as a clearinghouse for updated information between the group members and the receiving unit. This may or may not be the Critical Incident Support Coordinator. If the Critical Incident Support Coordinator participates in the assignment or is not available once the Peer Support Group has been mobilized, a Point of Contact will be assigned.

#### Logistics

Securing meeting rooms and hotel rooms in the right locations and in the right numbers is a challenge almost immediately. The POC will make room reservations, (both for the peer support process and for the peer supporters to stay in), arrange for transportation if needed and supply whatever other logistical needs the group has. As group peer supporters are responsible to pay for their accommodations whatever logistics are reserved through the POC will be later moved to the credit card of each benefiting peer supporter.

#### Information Dissemination

Information and plans for CI Peer Support Groups often changes. Most information that needs to be communicated is received as the Peer Group is mobilizing and is time sensitive. The POC is responsible for providing information updates to the Peer Group members via phone, email or text. The POC also shares travel information and coordinates it through appropriate dispatch channels to ensure resource tracking is occurring for our employees.

#### Briefing and Education

The greatest need we have repeatedly identified is the need to educate the receiving unit as to our timetable and process, what our specific needs are and aren't and what to do and not do before we arrive. The POC will establish and stay in contact with the ordering unit and provide support so everyone understands the process and timetable prior our arrival so there are no unintended consequences.

